



# Duty Statement

Classification: **Health Program Manager III**

Position Number: **275-172-8429-004** **JC-282046** HCM#: **3454**

Branch/Section: **Health Policy and Benefits Branch / Clinical Policy and Programs Section**

Location: **Sacramento, CA**

Effective Date: **December 1, 2021**

Working Title: **Health Equity Officer**

Collective Bargaining Identifier (CBID): **M01**

Supervision Exercised: ☒ **Yes** ☐ **No**

The Health Policy and Benefits Branch (HPBB) oversees the CalPERS' health benefits program, including health policy research, health plan contracting and administration, member enrollment and eligibility, and the long-term care program HPBB is comprised of three divisions and one section that reports directly to the Chief Health Director (CHD). These divisions/section are as follows: Health Account Management Division (HAMD), Health Plan Research and Administration Division (HPRA), Strategic Health Operations Division (SHOD), and Clinical Policy and Programs Section (CPPS). CPPS oversees the clinical policy aspects of the health plan medical administrators and provides technical guidance to California Public Employees' Retirement System (CalPERS), Board of Administration (Board), Pension and Health Benefits Committee (PHBC), and Senior and Executive Staff regarding the CalPERS Health Benefits Program and Long-Term Care (LTC) Program including behavioral health treatment and access for CalPERS members. CPPS develops and monitors clinical policy with the CalPERS Self-Funded Preferred Provider Organization (PPO) plans, Health Maintenance Organization (HMO) plans, Pharmacy Benefit Manager (PBM), and LTC Program.

Under the general supervision of the Chief Medical Officer for the Clinical Policy and Programs Section, the Health Program Manager III is responsible for performing the following duties:

## Essential Functions

- 35% Act in a lead role in supporting health equity among CalPERS members, and expand CalPERS work with state and national health leaders in the area of health equity and data improvement as related to race and ethnicity and collaborate for collective impact. Collaborate and lead health equity efforts across the enterprise and within HPBB, including coordinating a communication plan, data plan, quality improvement efforts with CalPERS health plans, and health equity strategic planning efforts. Lead and oversee the development of a CalPERS strategy to support and evaluate health equity, and research and propose program strategies, content, and events. Lead outreach and relationship management with major health institutions, health plans, and other large purchasers in California. Manage a portfolio of partners and oversee the successful activation and implementation of partnership activities and communications to support health equity and other major clinical initiatives.
- 30% Direct and oversee the work of the health service professional and technical team members in CPPS. Provide direction in developing strategies to support existing health benefit program initiatives and trends, including monitoring for new developments in the Health Care industry and in clinical quality improvement. Oversee and monitor commercial plan, Medicare, and pharmacy benefit program clinical activities and programs including, but not limited to, clinical quality improvement initiatives, clinical policy updates and developments,

Evidence of Coverage clinical changes, benefit designs and programs, and reporting. Oversee and monitor grievance and appeal responsibilities, research, and determinations related to clinical issues. Ensure quality, integrity, and compliance with federal, state, and local statutes, regulations, and procedures. Evaluate health plan effectiveness utilizing assessment tools and outcome measurement techniques based on industry best practices to establish goals and measurable objectives for CalPERS health services delivery system. Oversee and monitor health and wellness pilots, projects, and innovations. Ensure the accurate implementation and evaluation of medical and pharmacy benefit programs, including member access, quality, and cost containment to ensure performance objectives are being met. Engage relevant stakeholders in clinical quality improvement and quality assurance activities, including health plan and PBM clinical staff. Identify issues related to the clinical aspects of health plan contract requirements and implement appropriate solutions that minimize potential losses and maximize the operational and clinical performance of CalPERS Health Benefit Program.

- 20% Participate in clinical strategic planning processes developing short and long-term goals and objectives relating to enterprise objectives. Understand, interpret, and apply federal, state, and local legislation, rules, regulations, and ordinances, making recommendations regarding clinical health policy and procedural matters that impact the CalPERS Health Benefit Program. Review and monitor organizational projects using principles of logical reasoning to validate recommendations while assuming and demonstrating independent responsibility for those decisions and actions that may have broad implications on a variety of complex health programs and project activities.
- 10% Provide expert policy guidance on program matters before the CalPERS Board of Administration, executive staff, stakeholders, other health care purchasers, and advocacy groups.
- 5% Develop staffing needs and ensure that team development and training goals are met. Act on behalf of the Section Chief and represent the Section Chief at meetings. Represent CPPS in meetings and participate on system-wide committees and task forces as directed. Perform all other administrative management duties as required, including the management of budgets and budget requests. Effectively demonstrate compassionate leadership and inspire cooperation and confidence in staff by creating a team environment that shares in the vision, strategies, and implementation of the vision. Energize and motivate staff by recognizing their achievements and support the CalPERS' employee recognition programs.

## Knowledge and Abilities

**Knowledge of:** Principles and methods of public administration including organization, personnel and fiscal management, methods of preparing reports, research and survey methods; procedures, planning, implementation and monitoring of programs; design and plan for coordination of programs with Federal and local agencies; legislative processes; program administration, including program policy development, program planning and implementation, program evaluation, and use of supportive staff services; formal and informal aspects of the legislative and regulatory process.

**Ability to:** Effectively partner with multiple partners and manage complex projects involving health equity; assist in development of public health and health care projects; apply health regulations, policies and procedures; participate in monitoring and evaluating health programs and projects; gather, analyze and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as program liaison with staff in other programs at the Federal, State, and local level; assist in planning, conducting and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing and budgetary processes; analyze proposed legislation, regulations and health program standards; provide consultation and technical assistance to local agencies; serve on task forces and committees as a program representative. Manage a major complex health program; creatively utilize a variety of management techniques to resolve complex health issues and health program problems.

## Desirable Qualifications

- Health and Pharmacy Program Management Experience and strong knowledge of the health and medical fields, including national associations spanning public health, medical, nursing, mental health, health care, and health equity.
- Extensive management experience.
- Excellent interpersonal skills.
- Flexibility and adaptability to quickly respond to changing trends, innovation, and industry shifts.
- Skilled professional with experience working with data and health policy related topics.

## Working Conditions

- Monday through Friday.
- Ability to work late and weekends if necessary.
- Travel may be required.

## Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance
- Ability to demonstrate punctuality, initiative, and dependability
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance)
- Ability to model and support CalPERS Leadership Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

**Employee Name:**

**Employee Signature:** \_\_\_\_\_

**Date:**

I certify that the above accurately represent the duties of the position.

**Supervisor Signature:** \_\_\_\_\_

**Date:**